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Federal Communications Commission
445 12th Street, S.W.
Washington, D. C. 20554

This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Circ 1974).

FOR IMMEDIATE RELEASE:
January 30, 2003

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FCC RELEASES REPORT ON QUALITY OF SERVICE OF LOCAL PHONE COMPANIES

Washington, D. C. – The FCC has released a report entitled *Quality of Service of the Local Operating Companies*. This report summarizes quality of service data for 2001 submitted by major incumbent local operating companies, which collectively serve about 90% of the nation's access lines. The data include measures of service quality provided to business and residential end-user customers, as well as service quality provided to access customers, namely interexchange carriers.

The following is a summary of some key quality of service indicators for 2001 and 2000:

- In virtually all areas of measured performance highlighted in the report, most companies improved in 2001 compared to 2000.
- Average residential installation intervals for individual companies ranged from a low of 0.6 business days to a high of 3.2 business days in 2001, an improvement from a low of 0.8 business days and a high of 3.9 business days in 2000.
- Average initial out-of-service residential repair intervals for individual companies ranged from a low of 13.5 hours to a high of 26.8 hours in 2001, an improvement compared to a low of 13.0 hours and a high of 49.0 hours in 2000.
- For companies included in this report, the average complaint level declined from approximately 250 complaints per million lines in 2000 to approximately 150 complaints per million lines in 2001.

The report is available for reference in the FCC's Reference Information Center, Courtyard Level, 445 12th Street, S.W. Copies may be purchased by calling Qualex International at (202) 863-2893. The report can be downloaded from the **FCC-State Link** Internet site at <http://www.fcc.gov/wcb/stats> on the World Wide Web.

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For additional information, contact the Industry Analysis and Technology Division, Wireline



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Competition Bureau at (202) 418-0940, or for users of TTY equipment, call 202-418-0484.

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